

TURNER KNILEY

TURNER.KNILEY@GMAIL.COM | 310-923-2555 | DENVER, CO
WWW.LINKEDIN.COM/IN/TURNERKNILEY

SUMMARY OF QUALIFICATIONS

- Collaborative, results-driven executive with 19+ years of experience managing high-performing teams in operations and technology, with 15+ years of project management team leadership.
- Proven track record building and leading diverse global teams that deliver on financial and experiential objectives.
- Prioritizes talent management, diversity, and development, investing significant time in improving culture, skills and team building across organizations.
- Innovative problem solver and entrepreneurial self-starter with excellent interpersonal, communication and presentation skills.

EMPLOYMENT

Lumen Technologies

November 2016 – November 2023

Vice President, CenturyLink Transformation & Support (2021-2023)

Vice President, Operations & Support (2017-2020)

Vice President, Channel Enablement (2016-2017)

- Drove the evolution of our sales and customer support experiences through technology and process modernization. Accountable for establishing and managing the copper P&L of \$2B in revenue and \$1B in EBITDA. Led most of the legacy operations, with my team consisting of 4k+ employees and contractors with a budget of \$140M in expenses. Scope included direct management of Digital Transformation (web, app, SMS/chat. chatbot), eCommerce, PMO, Platform Administrators, Product Managers, Project Portfolio (Both IT and Non-IT), Back Office Order Management, Field AI/ML, Customer Care and Technical Support Contact Centers.
- Primary duties:
 - * Develop mission, vision and goals while building strategic roadmaps for our future.
 - * Manage margin health for copper P&L.
 - * Improve CX, EX, and drive cost out through digital transformation/automation, AI/ML implementation, process improvement and other efficiencies.
 - * Lead team in achieving KPIs, including defects, cycle time, incident resolution, service levels, NPS, retention, and sales performance.
 - * Oversee project delivery and governance, prioritizing initiatives within Consumer and Small Business segments, including budget and value realization tracking.
 - * Work cross functionally, internally and with vendors, to develop solutions, remove roadblocks and lead change.
 - * Hire and develop strong leaders, facilitate activities to build an agile business team.
- Highlights:
 - * Led cross functional team and initiatives that delivered \$250M in opex savings over 2022 & 2023.
 - * Developed roadmap and deployed a new SaaS based system stack to unify our sales and customer service experiences, inclusive of new CRM (Salesforce), order management, partner sales systems, next best action/AI engine, chat, AI/chatbot and messaging solutions to create \$150M+ in annual revenue and

expense benefit.

- * Led largest work stream to meet Day 1 date for our Brightspeed sale (\$7.5B): includes requirements, test strategy development and execution of over 3k test cases, cutover planning and conveying over 1k agents (vendor and internal).
- * Completed billing migration of over 2M customers from legacy CRIS biller to AMDOCS biller.
- * Established governance, intake, business configuration teams and agile product teams to support a portfolio of \$80M+ in capital.
- * Deployment of offers, products, rate changes and promos that drove \$100M+ in revenue annually
- * Spearheaded the transformation of my organization from a traditional waterfall approach to SAFe Agile delivery methodology.

AT&T/DIRECTV

August 2008 – November 2016

Sr. Director, Sales and Marketing Operations (2012-2016)

Director, Sales and Marketing Operations (2010-2012)

Sr. Manager, Sales and Marketing Operations (2008-2010)

- Overall responsibility for project management and implementation of initiatives that support marketing, sales, customer service, retention, and product deployment for the Commercial and Multi-Dwelling Units (MDU) business channels. Accountability for day to day sustaining operations included but not limited to offer management, contract management, partner support, issue management, reporting, data management, custom billing and compensation management.
- Highlights:
 - * Implementation of annual pricing and packaging and sports offers producing more than \$200M in incremental revenue annually.
 - * Defined scope, functionality, and business readiness plan to migrate the DIRECTV products and functionality to the AT&T IT stack in an effort to save \$1.3B in operational costs and develop an integrated product delivery and support platform.
 - * Managed transformation of Commercial business from green screen mainframe to a modern CRM platform on Salesforce.com.
 - * Developed conversion strategy to migrate hotel customers, without service interruption, to a new programming construct that saved the company \$60M annually.
 - * Uncovered fraudulent partner activity that was responsible for over \$30M in inappropriate dealer payments and lead subsequent cleanup activities of over 80k subscriber accounts.

DIRECTV

March 1998 – August 2008

IT Ops Sr Manager (2007-2008)

IT Ops Manager (2005-2007)

IT Ops Sr Analyst (2001-2005)

IT Ops Analyst (1998-2001)

- Managed DIRECTV.com, SeeBeyond eGate, CA eTrust Admin, CA Identity Manager and SAP (inclusive of Basis, Security and Functional) Operations teams supporting DIRECTV's Supply Chain, Finance, Dealer Relations, Customer Satisfaction/Self Care, eCommerce and Identity Management business units.
- Delivered 4 9s availability across all platforms, 24x7 support
- Managed migration of reverse logistics processes to SAP

EDUCATION

Eckerd College
BS Marine Biology

St. Petersburg, FL

RELEVANT TRAINING AND ACCOLADES

IT Cross Functional Partner Award (2021)
Keenan Flagler Executive Development Program (2018)
Haslem School of Business Executive Lean Applied to Business Processes (2018)
Best Cross Functional Team Award (2012, 2013, 2014)
MVP Award Nominee (2011)
6th Person Nominee (2010)
Extraordinary Contributor Award (2006)
DIRECTV President's Award Nominee (2003, 2004)